



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM5023A Implement facilities management plan

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to implement a facilities management plan. It requires the ability to establish implementation activities and priorities, and schedule and monitor support processes to ensure effective and quality implementation processes.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency supports the work of those involved in implementing a facilities management plan.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify facilities management requirements.	<p>1.1 <i>Facilities management plan</i> is interpreted to establish implementation activities and priorities in consultation with <i>relevant people</i> according to <i>organisational requirements</i>.</p> <p>1.2 <i>Implementation plan</i> incorporating strategies, objectives and time lines for implementation is negotiated and agreed in consultation with relevant people.</p> <p>1.3 Monitoring and reporting arrangements for implementation activities are established and documented in line with organisational procedures.</p> <p>1.4 <i>Risk management plan</i> to identify, assess and control risks is incorporated into implementation plan according to organisational and <i>legislative requirements</i>.</p>
2 Organise support processes.	<p>2.1 <i>Resource</i> requirements are determined and organised according to implementation plan and organisational requirements.</p> <p>2.2 <i>Targets and milestones</i> are identified and linked to the achievement of outcomes according to implementation plan.</p> <p>2.3 <i>Documentation</i> and checklists associated with implementation of the facilities management plan are prepared in established formats and distributed to relevant people.</p> <p>2.4 Information related to the implementation of the asset management plan is distributed using established <i>communication channels</i>.</p> <p>2.5 <i>Contingency</i> arrangements for the implementation of the facilities management plan are identified and activities planned to maximise quality outcomes.</p>
3 Monitor implementation of facilities management plan.	<p>3.1 Progress is systematically monitored and variations to implementation of facilities management plan are verified as required with relevant people.</p> <p>3.2 Expenditure and resource usage are monitored and controlled to ensure objectives are achieved within specified parameters.</p> <p>3.3 <i>Coaching and mentoring assistance</i> is provided to colleagues as required to overcome difficulties throughout implementation process.</p> <p>3.4 Systems, records and reporting procedures are maintained according to organisational and legislative requirements.</p>

ELEMENT	PERFORMANCE CRITERIA
4 Evaluate implementation of facilities management plan.	<p>4.1 Regular reports on progress and outcomes are provided to relevant people to ensure completion of activities is in line with implementation plan.</p> <p>4.2 Systematic review processes and established <i>evaluation methods</i> are identified and used to evaluate implementation processes and outcomes.</p> <p>4.3 Evaluation results are prepared in the required format, style and structure and presented to relevant people within agreed timeframes.</p> <p>4.4 Recommendations for improving implementation processes are presented to relevant people according to organisational requirements.</p> <p>4.5 Relevant documentation is completed and processed according to legislative and organisational procedures.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- analytical skills to interpret documentation and estimate resource and time requirements
- communication skills to negotiate and consult with relevant people
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information
- leadership skills to take a leading role in a variety of situations, motivate people and pursue new challenges and opportunities
- planning skills to sequence project activities logically, plan and document strategies to implement plans, set goals and meet time constraints
- problem solving skills to identify potential barriers to implementation strategies, analyse risks and establish contingencies
- technology skills to calculate resources, process information and use project planning and scheduling software.

Required knowledge and understanding:

REQUIRED SKILLS AND KNOWLEDGE

- building services and operation methods and practices
- continuous improvement processes
- industry performance benchmarks, including use and application of value analysis and benchmarking techniques
- organisational and professional procedures, ethical practices and business standards
- organisational quality systems, such as strategic planning processes and recording systems
- project management concepts and principles
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - privacy
 - property sales, leasing and management.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of implementing a facilities management plan. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- analysing risks and developing a plan to manage and control risks associated with the implementation of the facilities management plan
- evaluating the implementation of the facilities management plan through consultation and preparing systematic progress reports
- knowledge of organisation's practices, ethical standards and legislative requirements associated with implementing a facilities management plan
- organising resources and developing checklists to assist in the implementation of the facilities management plan
- preparing a detailed implementation plan that incorporates strategies addressing risk management, resource needs, monitoring and reporting arrangements and quality assurance controls.

Context of and specific resources for assessment

Resource implications for assessment include:

- a registered provider of assessment services
- assessment materials and tools
- candidate special requirements
- competency standards
- cost and time considerations
- suitable assessment venue and equipment
- workplace documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's

competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases activity and must include evidence relating to each of the where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Facilities may include:

- car parking
- child care centres
- community facilities
- educational facilities
- meeting places
- offices
- recreational facilities
- security facilities
- sport and recreation venues.

Facilities management plan may outline areas such as:

- building and engineering maintenance, cleaning services, security and landscape maintenance
- buildings, minor works, site works and landscaping planning guidelines
- control of traffic and parking
- environment plans
- funding strategies
- infrastructure for and supply of utilities such as energy, water and sewerage
- life cycle management plans
- long-term capital and maintenance financial forecasts
- performance benchmarking recommendations and measurement processes
- quality standards for furniture
- risk management processes.

Relevant people may include:

- colleagues
- emergency personnel
- engineers and technicians
- financial institutions
- legal representatives
- members of industry associations
- OHS representatives
- subcontractors

Organisational requirements may be outlined and reflected in:

- technical experts
- tenants.
- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals.

Implementation plan may include:

- formal structure against which progress can be evaluated
- acquisition strategies
- budgets and timetables that enable the commitment of resources at appropriate points
- consultation strategies to involve stakeholders
- contingency plans to cater for changes or significant difficulties
- objectives, scope and expected benefits of plan
- quality assurance procedures
- specifications
- transition plans.

Risk management plan may describe:

- how often risks will be reviewed, the process for review and who will be involved
- how risk status will be reported and to whom
- planned strategies for reducing likelihood and seriousness of each risk (mitigation strategies) and who will be responsible for implementing them
- processes used to identify, analyse and manage risks
- initial snapshot of the major risks and current grading
- who will be responsible for which aspects of risk management.

Legislative requirements may be outlined and reflected in:

- Australian standards
- general duty of care to clients
- home building requirements
- privacy requirements
- relevant federal, and state or territory legislation that affects organisational operation, including:
 - anti-discrimination and diversity

- environmental issues
 - EEO
 - industrial relations
 - OHS
 - relevant industry codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law
 - strata, community and company titles
 - tenancy agreements
 - trade practices laws and guidelines.
- Resources** may relate to:
- communication protocols
 - contractors
 - equipment
 - feedback processes
 - materials
 - planning documents
 - specialist advice
 - technicians
 - training.
- Targets and milestones** may include:
- agreed reporting requirements
 - completion of key tasks and project phases
 - measurement and achievement of set outcomes
 - progress reports.
- Documentation** may include information relating to:
- budgets and operating costs
 - company services
 - current and planned developments
 - legal documentation
 - management policy and procedures
 - master plans
 - property leases, plans or contracts
 - service and maintenance records
 - sub-plans, such as environment, human resource management and marketing plans.
- Communication channels** may include:
- direct line supervision paths
 - lateral supervision paths
 - organisational communication protocols and procedures
 - organisational networks.
- Contingencies** may include:
- budget constraints
 - building delays
 - competing work demands of contractor

- environmental factors, such as time and weather
 - industrial disputes
 - non-availability of resources and materials
 - public holidays and shut-down periods
 - equipment and technology breakdown
 - unforeseen incidents
 - workplace hazards, risks and controls.
- Coaching and mentoring assistance*** may include:
- fair and ethical practices
 - non-discriminatory processes and activities
 - presenting and promoting a positive image of the collective group
 - problem solving
 - providing encouragement
 - providing feedback to another team member
 - respecting the contribution of all participants and giving credit for achievements.
- Evaluation methods*** could be qualitative or quantitative and may include:
- checklists
 - cost data analysis
 - expert and peer review
 - interviews
 - observation
 - questionnaires
 - review of quality assurance data.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development